

MAY 21 2004

TRANSMITTAL LETTER
(General - Patent Pending)Docket No.
6065-75339In Reply, Application Of: **Darryl Hymel**Serial No.
09/505,318Filing Date
02/16/2000Examiner
Thong, V.Group Art Unit
2142

Title:

ACD MULTI-MEDIA CUSTOMER CONTACT ROUTING WITH DELAY ANNOUNCEMENTSTO THE COMMISSIONER FOR PATENTS:**RECEIVED**

MAY 26 2004

Technology Center 2100

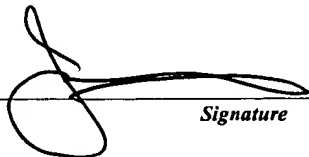
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Appellant's Answer to Examiner's Response
Postcard Receipt

in the above identified application.

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